



2017 Consumer Confidence Report



We are pleased

to present this year's Annual Water Quality Report (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality.

We are committed to providing you with information because informed customers are our best allies.



Get Involved In City Water Matters

The City encourages you to get involved in water matters. For more information, please call 505.896.8715 or visit www.rrnm.gov.

Where does my water come from?

Rio Rancho's drinking water comes entirely from the Santa Fe Group Aquifer. An aquifer is an underground layer of water-bearing permeable rock or unconsolidated materials (gravel, sand, or silt) from which groundwater can be extracted. This underground water source is not limitless, so conservation of this natural resource is important. The aquifer in our area lies within volcanic rocks and these rocks contain naturally occurring arsenic. As water infiltrates through the rock type, it dissolves some of the arsenic from the rocks.



To ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulates bottled water, which must provide the same protection of public health.

Table Of Contents

About Our Drinking Water..... Inside Front Cover

Get Involved Inside Front Cover

From the Mayor 1

Water Quality Report Definitions 2

EPA Hotline, RR Water Production Phone Number 2

Susceptibility Analysis 3

People With Sensitivities..... 3

Budget Billing..... 4

Why Are There Contaminants in my Drinking Water? 5

Test Results 5-7

2019 Calendar Photos Needed 7

Every Drop Counts Award..... 8

Accurate Meters Vital to Billing 8

Violations 9

Free Landfill Days 10

Special Collections 10

Time to Rethink Recycling..... 11

Wipes – To Flush or Not to Flush?..... 11

Rio Rancho Pure..... 12

2017 Water Use Stats..... 12

Meet Maria Salida Inside Back Cover

Water Your Trees Inside Back Cover

Mulching Mishap Inside Back Cover



from the MAYOR

THE CITY OF RIO RANCHO takes great pride in the quality of

the drinking water provided to its citizens and businesses. The City’s Utilities Department regularly tests our drinking water to ensure that the quality is higher than the U.S. Environmental Protection Agency’s requirements.

This report gives the citizens of Rio Rancho valuable information about the quality of our drinking water, ideas for water conservation and efficiency, and a look at our 2017 water use.

Please take time to read this informative report, brought to you by your Utilities Department. I encourage your participation, input and feedback, and vision for a healthy water future.

Mayor Gregg Hull



These Definitions are Used in this Water Quality Report

AL: Action Level

The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.

LRAA: Locational Running Annual Average

The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

MCL: Maximum Contaminant Level

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG: Maximum Contaminant Level Goal

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL: Maximum Residual Disinfectant Level

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG: Maximum Residual Disinfectant Level Goal

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MRL: Minimum Reporting Levels

The smallest measured concentration of a substance that can be reliably measured by using a given analytical method.

N/A: Not applicable.

ND: Not detected.

pCi/L: Picocuries per liter

A measure of radioactivity.

ppb: Parts per billion or micrograms per liter

Approximately equal to 3 seconds out of a century.

ppm: Parts per million or milligrams per liter

Approximately equal to 32 seconds out of a year.

RAA: Running Annual Average

The level detected is the highest running annual average, computed quarterly, of monthly averages of all samples collected.

Range of detection:

Highest and lowest levels of a substance found in treated drinking water.



**U.S. Environmental
Protection Agency (EPA)
Safe Drinking Water Hotline:
800.426.4791**

**Rio Rancho Water Production:
505.896.8812**

**Source Water Protection Program:
www.rrnm.gov/38861/
Source-Water-Protection-Program**





Susceptibility Analysis

The Susceptibility Analysis of the Rio Rancho Water Utilities reveals that the utility is well maintained and operated, and the sources of drinking water are generally protected from potential sources of contamination. The susceptibility rank of the entire water system is MODERATELY LOW, which is a good rating.

Call New Mexico Environment Department at 877.654.8720 if you have questions.

Do I Need To Take Special Precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population.

Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/ AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Water Drinking Hotline at 800.426.4791.





Avoid Seasonal Billing Ups and Downs with Budget Billing

Budget Billing is a free service that helps customers avoid fluctuations in their utilities bills by evenly distributing utilities costs over a 12-month period. The budget payment amount is based on your average utilities usage over a 12-month period.

Accounts set up on budget billing are evaluated and settled once a year in August. Bills may fluctuate due to usage and updated estimates of utilities cost.

In the event an account becomes delinquent, the account will automatically be removed from Budget Billing and any deferred balance will be added to the next month's statement. Customers may discontinue Budget Billing at any time.

Eligibility

To be eligible for Budget Billing:

- 1) your account must be current, and
- 2) you must have a 12-month billing history.

To find out more about the program, determine eligibility, or to sign up for this option, please call **505.891.5020** or email **utilitycustomerservice@rrnm.gov**



Why Are There Contaminants in my Drinking Water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at **800.426.4791**.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs , springs, and wells. As water travels over land or through the ground, it dissolves naturally occurring minerals and, in some cases, can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water before treatment include:

- **MICROBIAL CONTAMINANTS**, such as viruses and bacteria, which may come from wildlife, septic systems, sewage treatment plants, and agricultural livestock operations.
- **INORGANIC CONTAMINANTS**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges.
- **PESTICIDES & HERBICIDES**, which may come from a variety of sources such as

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Alpha emitters (pCi/L)	15	0	2	ND-2	2017	No	Erosion of natural deposits
Radium (combined 226/228) (pCi/L)	5	0	0.34	0.01-0.34	2017	No	Erosion of natural deposits
Beta/ photon emitters (pCi/L)	50*	0	7	2-7	2017	No	Decay of natural and man-made deposits. *The EPA considers 50 pCi/L to be the level of concern for Beta particles.
Uranium (ppb)	30	0	9	1-9	2017	No	Erosion of natural deposits

Substance	MCL or MRDC	MCLG or MRDCG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
TTHMs* (ppb)	80	N/A	10 (LRAA)	ND-17	2017	No	By-product of drinking water disinfection
HAA5* (ppb)	60	N/A	6 (LRAA)	ND-19	2017	No	By-product of drinking water chlorination
Chlorine (as Cl2) (ppm)	4	4	1.0 (RAA)	0.05-1.4	2017	No	Water additive used to control microbes

*TTHMs: Total Trihalomethanes; HAA5: Haloacetic acids

agriculture, urban stormwater runoff, and residential use.

- **RADIOACTIVE CONTAMINANTS**, which are naturally occurring.
- **ORGANIC CHEMICAL CONTAMINANTS**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas

stations, urban stormwater runoff, and septic systems.

EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Water Drinking Hotline at 800.426.4791.

ARSENIC

While your drinking water meets EPA’s standard for arsenic, it does contain low levels of arsenic. EPA’s standard balances the current understanding of arsenic’s possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

LEAD/COPPER

Every three years, the City is required to test for lead and copper from the tap in homes of a certain age range.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with metal service lines and home plumbing. The Rio Rancho Utilities Department is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Arsenic (ppb)	10	0	10	4-10	2017	No	Erosion of natural deposits

Substance	Action Level (AL)	MCLG	Our Water	Number of Sites Exceeding AL	Sample Year	Violation	Typical Source of Contamination
Copper - AL at consumer taps (ppm)	1.3	1.3	0.19	0	2017	No	Corrosion of household plumbing systems
Lead - AL at consumer taps (ppb)	15	0	1	0	2017	No	Corrosion of household plumbing systems

If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 800.426.4791, or at www.epa.gov/safewater/lead

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Chromium (ppb)	100	100	10	ND-10	2017	No	Erosion of natural deposits
Fluoride (ppm)	4	4	1	0.41-1	2017	No	Erosion of natural deposits
Nitrate [measured as Nitrogen] (ppm)	10	10	4	0.14-4	2017	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Call for Calendar Photos

The theme for our 2019 calendar is our domestic animal companions. We'd love to feature your favorite, high-resolution photos of your furry, feathered, finned, or scaled pets (or other companion animal)!

Digital images must be shot at a minimum of 9" x 12" at 300 ppi (or 50" x 37.5" at 72 ppi) to be printed in the calendar. You may also send us a hard-copy photograph that we can scan.

For more information please call Phyllis at 505.480.4928.



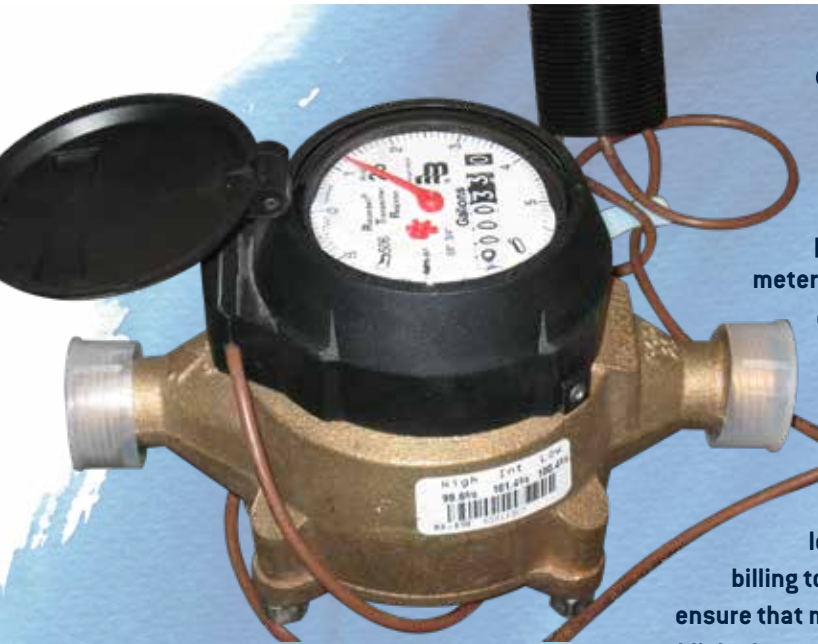
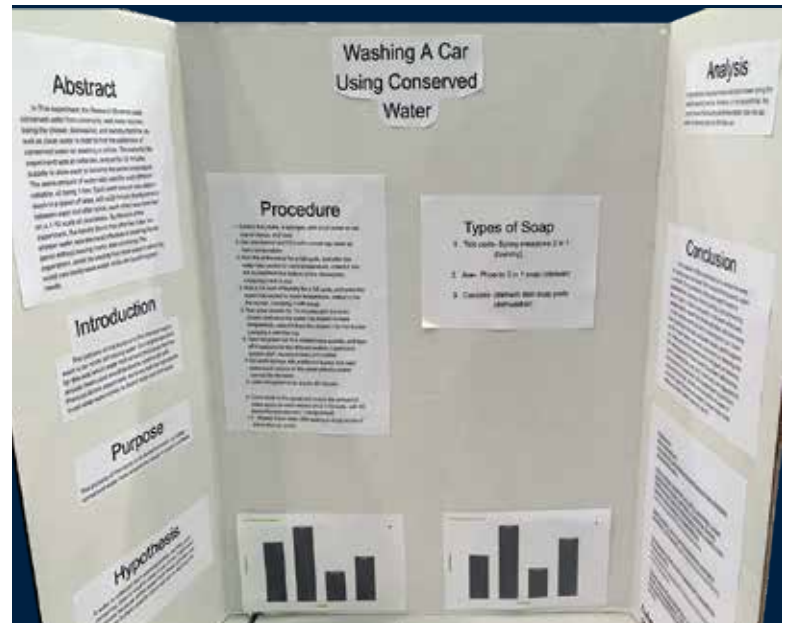


Every Drop Counts

Each year, the City of Rio Rancho honors one project from the high school science fair with the “Every Drop Counts” award. This year’s winning project was called “Washing a Car Using Conserved Water,” a joint project by Brad Jeffries and Joseph Otero, both from Cleveland High School. The young scientists used various types of grey water (used water from showers, kitchen sinks, etc.) and experimented to see which would clean a section of the dirty car best.

Marian Wrage, Environmental Programs Manager, presented the two with their award during the ceremony at Cleveland High on January 23, 2018. Ms. Wrage said, “Water conservation and efficiency is so important in the Southwest. These two young men are looking at ways to ‘stretch’ the water by reusing it.”

RIGHT: “Washing A Car Using Conserved Water,” Brad Jeffries and Joseph Otero’s winning entry for the Every Drop Counts Award.



Accurate Meters are Vital for Fair and Correct Billing

The accuracy and performance of water meters are vital to utility companies whose billable revenues are derived directly from the register readings collected. The best way to minimize revenue loss and provide equitable billing to customers is to ensure that meters perform within established parameters.

Because of the importance of accurate meters, the City of Rio Rancho recently

established a meter testing program. This past spring, 150 single-family residential meters were tested in the Northern Meadows subdivision. This area of town is where the first automatic reading meters were installed in late 2006, making them just over 10 years old.

To ensure independent evaluation, the City hired a contractor to test the residential meters using the American Water Works Association testing methodology. Each meter is tested at low, medium and high flow and those that are not within $\pm 2\%$ are re-evaluated and replaced if necessary.

Violations

The City is required to ensure that your drinking water is regularly monitored for specific contaminants. Results of regular monitoring indicate whether or not our drinking water meets specific health standards. From January 3, 2013 to July 10, 2017, the City's contractor did not properly monitor and/or complete all required testing for total coliform and chlorine residuals at certain areas within the distribution system. Therefore the City cannot guarantee the drinking water met required standards during that time. The violation was discovered through an internal audit and was immediately self-reported to the New Mexico Environment Department.

Coliforms are bacteria which exist naturally in the environment and may indicate whether other, potentially harmful, bacteria are present in the water. Monitoring for chlorine residuals in the distribution system is one way of insuring that the water has been chlorinated and will likely be free of potentially harmful bacteria and safe to drink. Although total coliform bacteria and chlorine residuals were not properly and consistently monitored at certain distribution areas during this period, chlorine residuals were monitored daily at every entry point into the distribution system from each and every city source. At no point during the time period in question was water delivered into the distribution system with a chlorine residual of less than 0.2 mg/L which is within the required regulatory standards of 0.2 mg/L to 4.0 mg/L.

What should you do?

There is nothing you need to do at this time as the problem has been corrected.

What does this mean?

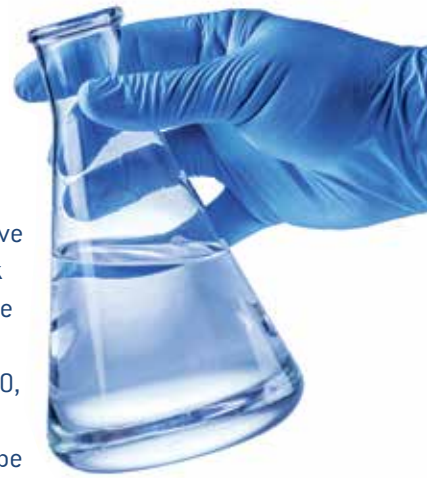
Public water systems (such as the City of Rio Rancho) are required to collect total coliform samples according to a written plan that has been approved by the State. These sampling plans identify sampling sites and a sample collection schedule that are representative of water throughout the distribution system. Total coliforms are a group of related bacteria that are (with few exceptions) not harmful to humans and are used to determine if potential pathogens are present in the distribution system. EPA considers total coliforms a useful indicator

of other pathogens and a proper means to determine the adequacy of water treatment and the integrity of the distribution system. Although the City of Rio Rancho does not believe that this situation posed a direct risk to public health, we also acknowledge that because the sample results between January 3, 2013 and July 10, 2017 cannot be verified, the risk to the public during that period cannot be adequately quantified.

What is being done?

As of July 10, 2017, additional steps have been implemented to ensure timely and accurate monitoring and reporting so that the City complies with Federal and State drinking water regulations. Since July 10, 2017, total coliform bacteria and chlorine residual monitoring has been conducted routinely each month according to New Mexico drinking water regulations. Specifically, 90 samples were collected each month from throughout the distribution system. These samples have been tested for total coliform bacteria and chlorine residual concentrations. All samples have tested negative for total coliform bacteria and chlorine residuals have been consistently maintained well within the required limits of 0.2 mg/L to 4.0 mg/L.

Additionally, we failed to complete required sampling for Total Trihalomethanes (TTHM) and Haloacetic acids (HAA5) on time and therefore were in violation of monitoring and reporting requirements. These quarterly samples are required to be collected in January, April, July and October each year. Because we did not take the required samples in January 2018, we did not know whether the contaminants were present in your drinking water, and we are unable to tell you whether your health was at risk during that time. In response to the missed sampling event, in April 2018 we returned to compliance and the sample results showed that we are meeting the required drinking water standards.



NEW!

Free Landfill Days

Now available for Rio Rancho residents: free monthly disposal at the Rio Rancho Landfill anytime during regular business hours. You can dispose of one pickup truck-load per month – just show proof of residency like a driver's license, utility bill, or Waste Management invoice.

PLEASE DO NOT put glass in your household recycling cart. The Rio Rancho Landfill now has a drop off site for glass bottles during normal business hours (7 am to 5 pm weekdays and 7:30 am to noon Saturdays).

The Rio Rancho Landfill is located off of Northern Boulevard at 1132 Carpenter St. NE (formerly 33rd St. NE).

Questions?

Call 505.433.6052 or visit home.wm.com/rio-rancho

At-Your-Door Special Collection

Old electronics, paint, motor oil, pool chemicals, batteries and other household hazardous waste can now be picked up at your door for Waste Management customers. It's easy...

- Just call **800.449.7587** (Monday through Friday, 6 am to 6 pm) or visit www.wmatyourdoor.com to schedule your pickup
- You should **receive a collection kit** with instructions
- Gather and **place your items outside** your garage or in the front by 7 am on pickup day

There is no additional charge for this service; it is included in your trash bills.

Acceptable Materials Include:

- Automotive products like motor oil, oil filters, and batteries
- Garden chemicals like pesticides, herbicides, and weed killers
- Paint products like oil-based and latex-based paints, spray paint, and wood stains
- Household cleaners
- Swimming pool chemicals
- Electronics like computers, televisions, monitors, and more
- Household batteries
- Fluorescent tubes and compact fluorescent lamps (CFLs)
- Thermometers and thermostats that contain mercury



We all recycle...but do we recycle right?

Rethink Recycling and Do It Right!

FACT: 25% of the items we put in our recycling carts should not be there. Referred to as “contamination,” they include common items such as:

- Plastic bags
- Greasy pizza boxes
- Dirty food containers
- Styrofoam® cups and to-go containers
- Packing peanuts

FACT: When food, liquid, or trash is put in the recycle cart, it can ruin a whole load of good recyclable material. Workers and machines try to sort the good from the bad at the local materials recovery facility (MRF) but it can be tough pulling the trash out of the recyclable items on the conveyor belt.

FACT: All the trash in your recycle cart increases the cost of the recycling process and the cost of your curbside collection service.

Just doing three things will make a huge difference. Remember – **Recycle Right!**
When in Doubt – Throw it out!

Maybe it's time to rethink recycling.

Make the promise. Doing just these three things will make a huge difference.



Recycle all empty plastic bottles, cans and paper.



Keep food and liquids out of my recycling.



Keep plastic bags out of the recycling bin.

The RDRR 3 simple rules represent what we are trying to accomplish – increase volume and improve quality – by keeping recyclables free from liquids and other contaminants, and recycling the right materials. *Note: the acceptable materials and messaging may vary slightly across the country.*

Wipes – to Flush or Not to Flush? Don't!

NEVER Flush Down the Toilet:



Costly sewage system clogs have multiplied as more disposable wipe products have hit the market in the past few years. Companies advertise their disposable wipes as “flushable” or “safe for sewer and septic systems,” but independent tests, such as those done by Consumer Reports, have found otherwise.

“We have found wipes to be a source of back-ups in the sewer system, causing sewer overflows, clogs in the lift stations and a source of trash at the wastewater treatment plants,” said Eddie De Lara, City Wastewater Operations Manager.

Another problem with so-called flushable wipes is that they are similar to wipe products specifically designed to be disposed of **in the trash**. Both

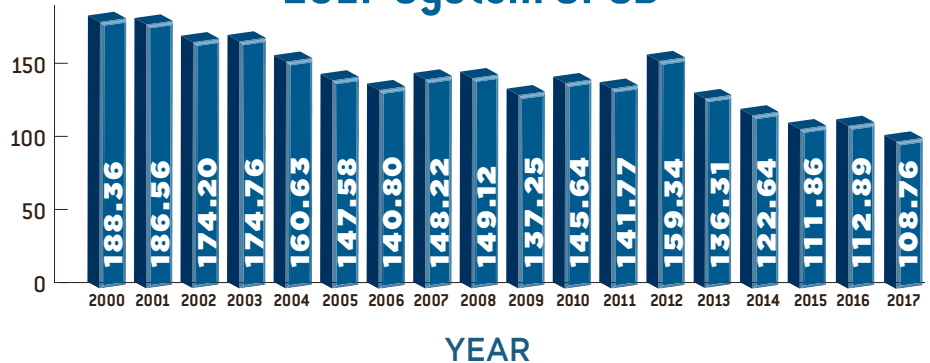
baby wipes and facial wipes are not even marked as flushable and there is language on the packaging warning customers **NOT** to flush. Both flushable and non-flushable wipes contribute to clogs in the sewer system.

Avoid flushing any type of wipe, “flushable” or otherwise, down the toilet. This will prevent costly clogs and environmentally-damaging sewer overflows. Ideally it's best to avoid disposable wipes completely because they produce waste that ends up in the landfill. Instead, use a more sustainable product, such as your normal dissolves-quickly-in-water toilet paper. If you cannot let go of your wipes, make sure they are properly disposed of – in the trash!

Rio Rancho PURE

New Mexico's
FIRST
Water Purification
and
Aquifer Storage
Project
has injected
**6,935,894
GALLONS**
Back Into
the Aquifer
from July 2017
to December 2017
for Future Use.

2017 System GPCD



2016



112.89

GALLONS PER CAPITA PER DAY

2017

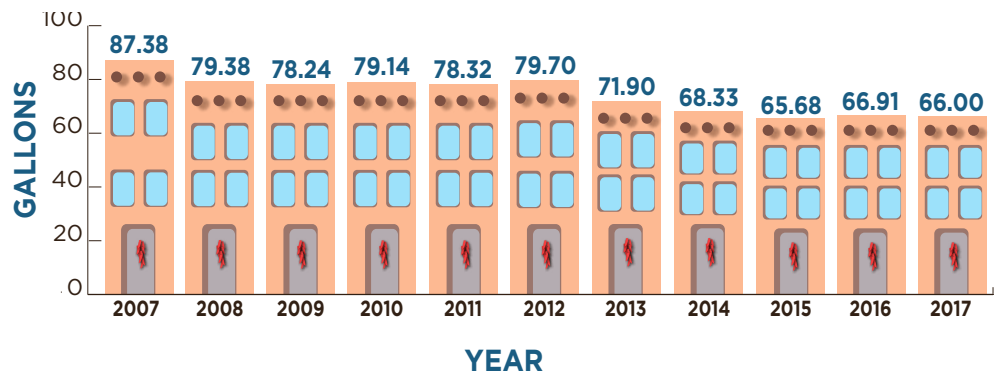


108.76

4%

Rio
Rancho
citizens and
businesses continue
to use water efficiently.
Thank You,
Rio Rancho!

2017 Residential GPCD





Meet Maria Salida: ~~Customer Service~~ “Success” Representative

If you have called the Water and Wastewater Services over the past couple of years, there is a good

likelihood that you may have spoken with Maria Salida.

Maria has been with the City for six years and she is one of the representatives with Spanish language capabilities. She came to the City with prior customer service skills from two call centers in Rio Rancho. When asked, Maria said that this position is great because she has less stress here because she can really provide assistance and

service to the customer and explain things and not keep the calls to a one-minute handle time. Maria's favorite thing is one particular customer who calls in every month to check on her usage and the balance of her water bill. After the call, this funny customer always ends the call by telling a joke.

Water Your Trees – We Are In a Drought !

Water should be applied as often as once a week during the heat of the summer, especially during drought. Water should be applied at the tree's drip line and beyond.

- Trees adapted to drier climates need far less irrigation than other species.
- If Mother Nature provides enough precipitation to wet the soil two to three feet deep, don't apply additional water.
- If Mother Nature's precipitation falls short of a full soaking, apply only enough additional water to wet the soil two to three feet deep.
- Apply water slowly so that it sinks deeply into the soil. Soaker hoses, drip emitters, bubblers, and hand-held hoses are preferable to sprinklers.
- Mulch the soil around a tree trunk (but not so closely that the mulch touches the trunk). A layer of mulch keeps the soil moist and reduces weeds that compete for water. Organic mulches, such as bark or wood chips, keep the soil cooler but can absorb water that could otherwise get to tree roots. Inorganic mulches, such as gravel, are a fine choice for native and adapted trees that can tolerate the increase in soil and air temperature.

*(Water Use and Conservation Bureau,
New Mexico Office Of The State
Engineer)*

Mulching Mishap

There was an error in the winter newsletter mulching article: Wood bark is great to use as mulch **on the surface** of the ground and does not deplete the nitrogen as reported. Raw wood/sawdust/bark **tilled in as a soil amendment** can deplete nitrogen from the soil.



City of Rio Rancho
Utilities Department
3200 Civic Center Circle NE
Rio Rancho, NM 87144

PRESORTED STD
U.S. POSTAGE
PAID
ALBUQUERQUE, NM
Permit No. 1104

Important Info

All phone numbers have a
(505) area code.

Utilities Administration 896-8715

Utilities Billing 891-5020

Report Leaks 891-5019

Water/Wastewater Emergency
(After Hours) 975-1581

Line Spots, NM811 811

Water Conservation 896-8715

Engineering. 891-5016

Environmental Programs 896-8737

Water Waste 896-8715

www.rrnm.gov

***** ECRWSS *****

Postal Customer

Rio Rancho, New Mexico

Este informe contiene información muy importante
sobre la calidad de su agua potable. Por favor lea
este informe o comuníquese con alguien que pueda
traducir la información.

